



Government and Public Safety
1301 E. Algonquin Road
Schaumburg, IL. 60196

FSB NUMBER: FSB10993
APC: 509
DATE: Jun-2015
EXPIRES: 30-Jun-2016
BULLETIN TYPE: Warranty Service

FIELD SERVICE BULLETIN (FSB)

SUBJECT: A7.15 - Conventional Quantar station may reset while processing repeat call.

SYMPTOM:

During a repeat call, the customer may experience dropped call and lost audio for about 15 seconds, caused by station reset. After up to 10 seconds, customer will also notice a several seconds long V.24 link loss (re-establishment). The issue reoccurs approximately every 150 calls.

MODEL / SYSTEM AFFECTED:

A7.15 - Quantar station with Conventional software version **SC_020.14.061** only, configured as Astro/Mixed Mode with repeat enabled.

PROBLEM CAUSE:

The above symptoms are caused by software issue.

RESOLUTION:

Upgrade to the appropriate version as listed in the "**PARTS REQUIRED (HARDWARE/SOFTWARE):**" section below, based on the model.

To obtain software:

1. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800).
2. Await confirmation email from UOST with instructions.
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference **FSB10993** in the 'Reason for Software/Hardware Change' section of the software order form.
 - b. List the part number (**KC #** as listed under "**PARTS REQUIRED (HARDWARE/SOFTWARE):**" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to UOST for processing.

Reference the following documents/processes for installation procedures:

C3.1 Radio Service Software Instruction Manual 6881085E35-AR

SEVERITY RECOMMENDATION:

High - Perform Immediately

PARTS REQUIRED (HARDWARE/SOFTWARE):

A7.15 - KC509C03P000141101 - Conventional/6809 Trunking software (SC_020.14.062 or later)

LABOR ALLOWANCE:

Labor up to **30** minutes per Quantar station? Plus travel not to exceed **2** hours (at \$70 per hour) per site.

Labor and travel reimbursement will be provided to Authorized Service Partners under the terms of the Labor Warranty Guidelines, and applies only to in-warranty units. Labor and travel for out of warranty units will not be reimbursed under this bulletin.



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____	Case Number _____
System ID _____	Site ID _____
System Name _____	Site Name _____
Customer Name _____	
Form Completed by _____	Field Contact _____
Organization _____	Organization _____
Phone Number _____	Phone Number _____
Pager Number _____	Pager Number _____
Fax Number _____	Fax Number _____

SECTION 2: Order Information

Product Type: _____ Serial Number _____

Reason for Software / Hardware Change: _____

Downgrade? If so, list current and target releases. _____

Software / Hardware Description: _____

Part # or Version # _____ Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____

Bill To: _____

Email: _____

Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

Internal Billing

P.O. #: _____

PROJECT #: _____

CUST #: _____

FSB #: _____

TAG #: _____

DEPT #: _____

APC #: _____



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

Facsimile Transmittal Sheet

To:	_____
Company:	_____
Fax Number:	_____
Phone Number:	_____
Re:	_____

From:	_____
Date:	_____
Total Pages:	_____
Sender's Case#:	_____

- This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- Please fill out the order form and Fax or email back to the Upgrade Operations Software Team
- If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- Orders will normally be processed in 3-5 business days once all information has been received.
- If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!

(Optional)